

## Spring 2021 UD COE Staff Climate Survey

*The UD College of Engineering is committed to broadening participation and fostering inclusion among its students, faculty, and staff. The purpose of this college-wide staff survey is to gain perspectives and suggestions on ways to support staff recruitment and retention*

### 2021 Summary of Key Survey Results

#### Study Sample

- Approximately 170 COE staff received the online survey in August 2021; 85 completed it for a 50% response rate. This was a 21% decrease of respondents from the previous year. The responses include 24% who identified as supervisors, 67% women, 6% from underrepresented racial/ethnic groups (domestic) and 4% Asian. For comparison, the full staff includes, 24% supervisors, 51% women, 16% from underrepresented groups, and 14% Asian.

#### Job Satisfaction

- When asked what attracted staff to their current position, benefits remain the most important criteria. A change from last year, work/life balance moved up from 5<sup>th</sup> place to become the 2<sup>nd</sup> most important attraction for employees.
- Among the 10 rated factors that contribute to job satisfaction, salary and opportunities for advancement were unfavorable for over half of the respondents.
- 81% of respondents indicated that the COE work environment is positive; 11% view the work environment as negative, up 6 points from last year.
- One in three staff members feel that their job description does not match their job responsibilities, compared to one in five last year. Data suggests that this gap is impacting overall job satisfaction, with a nearly 30-point lower rating seem for those who felt their duties do not match their job expectations. Comments received highlight the perception, also seen in last year's results, that these staff members feel their duties exceed their stated responsibilities.
- COE Staff Award for Excellence was identified by 51% of the respondents as a helpful tool for staff. Dept/Lab/Unit sponsored events (i.e., staff lunches) was overwhelmingly favored by respondents.
- Giving and Receiving Effective Feedback was the highest rated suggestion for a Connecting U workshop, also cited by over half of the staff members.
- Highest-rated factor for staff are benefits and work/life balance – with almost half suggesting that the ability to work a hybrid schedule is important.

#### Interactions with Others

- Interactions amongst COE staff, students and supervisors are seen as overwhelmingly positive (93% or more) for each group; faculty interactions rated noticeably lower again this year.
- 2 of the 3 highest rated factors of supervisor support were for work schedule items (time off and scheduling flexibility – as above, this speaks to job satisfaction). Salary increase advocacy remained the lowest rated indicator of supervisor support for the second year in a row.
- As seen last year about 1 in 4 COE staff indicated faculty support was minor or non-existent. This percentage was consistent for those staff members with faculty supervisors.
- About 1 in 8 respondents reported unequal treatment of COE staff by faculty. 28% indicated they occasionally felt or witnessed disrespect by a faculty member; no one reported this behavior as occurring often.

- About 2/3 of respondents reported issues of faculty disrespect to their supervisor. Those not reporting such issues most often felt that faculty are more valued than staff/no action would be taken.

#### **Leadership and Development**

- As seen last year, while staff generally (roughly 80% or more) feel valued, included, and kept in the loop about factors impacting their jobs, leadership support around negative interactions and perception of leadership's desire to improve the working climate were viewed less favorably.

#### **Equity and Inclusion**

- A little more than 1/3 of respondents (37%) felt that the COE could do more to make the COE staff more inclusive; this figure was at 58% last year. More respondents in 2021 indicated "I am not sure."
- Female staff members (70%) are much more likely than their male counterparts (44%) to actively or occasionally participate in efforts to improve diversity and inclusion.